



RETAIL FOOD PROTECTION - OFFICIAL INSPECTION REPORT

FACILITY NAME IN-N-OUT BURGER #21				REINSPECTION DATE Not Specified	INSPECTOR Ngoc Le	DATE 8/5/2019
LOCATION 2235 S MOUNTAIN AV, ONTARIO, CA 91761				PERMIT EXPIRATION	IDENTIFIER: None	
TIME IN 2:24 PM	TIME OUT 3:40 PM	FACILITY ID FA0009845	RELATED ID CO0066698	PE 1621	SERVICE: 004 - COMPLAINT - INITIAL RESULT: 03 - CORRECTIVE ACTION / NO FOLLOW UP RE ACTION: 01 - NO FURTHER ACTION REQUIRED	

RETAIL FOOD PROTECTION - Public Eating PI (25-99 Seats)

Based on an inspection this day, the items marked below identify the violation(s) in operation or facilities which must be corrected. Failure to correct listed violation(s) prior to the designated compliance date may necessitate an additional inspection to be billed at the hourly rate as provided in the San Bernardino County Code, [Schedule of Fees](#).

Administrative Order to Show Cause (OSC): The Permittee has the right to a hearing if requested in writing within 15 calendar days of receipt of this notice, to show cause why the permit to operate should not be suspended or revoked; otherwise the right to a hearing shall be deemed waived.

See the following pages for the code sections and general requirements that correspond to each violation listed below.



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16K997 Foodborne Illness Complaint Inspection



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Compliance Date: Not Specified

Inspector Comments: The purpose of this visit was to conduct a foodborne illness investigation inspection.

Reference - HSC

NATURE OF COMPLAINT:

The complainant stated that on 7/23/19, he/she consumed a cheese burger, french fries, and drink at this food facility, then 30 minutes after the meal, the complainant experienced diarrhea for 3 times. The complainant stated that he/she felt very sick.

FINDING(S):

The general manager stated that he has not heard of this nor any similar complaint. According to the general manager, this facility did not experience any water outage, electrical outage, nonfunctional equipment, hot and/or cold water outage, sewage backing up, changing in food suppliers, changing in food preparation and cooking procedures, sick employee working in the kitchen, or any unusual event. He stated that on 7/23/19, this facility sold 908 Cheese burgers and 2404 burgers in total.

The general manager indicated that cheese burger is processed as follow:

- 1). Prepackaged hamburger bun: received then stored on rolling storage rack at least 6 inches off the floor.
- 2). Beef patties: received fresh in delivery truck at 41 F, immediately moved to the walk-in refrigerator to be cold holding below 41 F, when ordered, beef patty will be cooked to an internal temperature of 165 F minimum.
- 3). Sliced onion: stored in clean and dry area at least 6 inches off the floor, peeled, washed, then sliced as often as needed.
- 4). Sliced tomato: Whole tomato is washed, sliced, then stored below 41 F.
- 5). Ketchup, spread, mustard, yellow pepper, and diced pickled received as prepackaged, stored below 41 F in walk-in cooler for safety and quality control purpose.
- 6). Sliced American cheese: received as prepackaged below 41 F, stored below 41 F, when ordered sliced American cheese will be stored in room temperature at the preparation line for no more than 15 min.
- 7). Lettuce: received as a whole head, cut, washed then cold holding below 41 F for quality control purpose.
- 8). French fries: whole potato is washed, peeled, drained dry, cut, fried to 145 F minimum when ordered.

OBSERVATION(S):

Observed the large ice scoop to be stored in a metal bucket directly behind the handwashing sink faucet behind the cash register (See violation comment for details).

Observed all food products including but not limited to hamburger bun, beef patties, sliced American cheese, lettuce, sauces (ketchup, spread, mustard), sliced pickle, potato, soda syrup were stored in a clean and sanitary condition. Observed all equipment including but not limited to: reach-in refrigerators at the cook line, walk-in cooler, 2-compartment sink, 3-compartment sink, soda dispenser, and ice machine to be in good working condition. Observed floors, walls, and ceilings were maintained in a clean condition. Observed employees were handling raw beef patties and ready to eat food such as hamburger bun in a clean and sanitary manner. Observed employees were washing hands properly at designated handwashing sink prior resuming to food handling from another task. Observed hot and cold water were available throughout this food facility. Measured the concentration of Quaternary Ammonium sanitizing solution at the 3-compartment sink at 300 ppm. No evidences of past nor active vermin infestation were observed throughout this facility. Observed soda nozzles, and ice compartment at the soda dispenser were maintained in a clean and sanitary condition. Observed employees were wearing clean linen, and appropriate measured to restrain hair.

Temperature measurements taken:

- Hot water at the food preparation sink, and ware-washing sink at 132 F.
- Raw beef patties in 2 reach-in refrigerators at the cook line at 41 F.
- Ambient temperature in the walk-in cooler at 39 F.



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- Sliced American cheese at the cheese chiller cube at 41 F.

RESULT(S):

No evidences observed supports this complaint.
This complaint was closed on this date.

Description: A foodborne illness complaint report has been received by Environmental Health.

16C036 Equipment, utensils and linens: storage and use

Compliance Date: Not Specified

Not In Compliance

Violation Reference - HSC - 114074, 114081,
114119

Inspector Comments: Observed the large ice scoop to be stored in a metal bucket directly behind the handwashing sink faucet behind the cash register. Observed this scoop and the bucket were not contaminated at the time of this inspection.

Discontinue this practice. Ensure utensil to be stored in a clean and safe location away from any possible source of contamination. Corrected on site. The store manager immediately relocate the ice scoop with the bucket.

Violation Description: All clean and soiled linen shall be properly stored; non-food items shall be stored and displayed separate from food and food-contact surfaces. (114185.3 - 114185.4) Utensils and equipment shall be handled and stored so as to be protected from contamination. (114074 - 114075, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.5) Pressurized cylinders must be securely fastened to a rigid structure. (114172)

Overall Inspection Comments

No summary comments have been made for this inspection.

Signature(s) of Acknowledgement

NAME: Andrew Peterson
TITLE: General manager.

Total # of Images: 0